

# Karina Margaret Hidalgo

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Accountant Assistant and Bookkeeper experience with the following Accounts Receivable and Payable, Reporting Quarterly, reconciliations for credit cards and bank. Quality Assurance and Permitting Manager with 8+ years of experience seeking a challenging position with a company that will benefit from special skills in office management, organization, and coordination.

## EXPERIENCE

### **Florida Concrete Products LLC, Florida City, FL — Accountant Assistant**

SEPTEMBER 2020 - PRESENT

- Accounts Payable and Receivable
- Conditional and Unconditional lien releases from contractors for payments received.
- Reconciliation for bank and credit card statements monthly
- Payroll for 60 employees, commissions, withholdings, health insurance deductions, holiday and vacation.
- Yearly and Quarterly reports include: Financial Statements, Profit and Loss, Reconciliations Reports, Inventory Adjustments and Accrued Payroll monthly.
- Journal Entries
- Depreciations for Assets
- Accruals for revenue and payroll with reversal
- Deposit scanner daily
- Filing and Organizing all reports yearly or quarterly
- Generate and process W2 for employees and W9 for subcontractor

### **Farm Life Tropical Foliage, Homestead, FL — Bookkeeper/Office Manager**

JANUARY 2020 - SEPTEMBER 2020

- Ordering supplies for processing and shipping of live plants
- Processing accounts receivable, accounts payable, invoicing and payroll for 32 employees.
- Daily responsibilities include answering phone calls, paying bills, receiving payments, invoicing, and ordering supplies.
- Plant sales as a backup to the sales staff.
- Sales Tax
- Payroll Taxes 941
- Nursery Insurance yearly
- Generate and process W2 for employees and W9 for subcontractors

### **ARS/Rescue Rooter, Cutler Bay, FL — Accounts Receivables, Permit and Quality Assurance Manager**

JANUARY 2016 - OCTOBER 2019

#### ACCOUNTS RECEIVABLES AND PAYABLES

- Post daily invoices and job packets timely and accurately to meet weekly payroll and month end deadlines.
- Perform in a variety of accounts receivable duties to include sorting and matching checks and invoices, posting cash, check and credit card payments

## SKILLS

Netsuite  
QuickBooks Enterprise/Online  
Microsoft Software  
Outlook Microsoft  
Google Docs and Drive  
Detail Oriented  
Time Management  
Leadership Development  
Problem Solving Skills  
Punctuality

## LANGUAGES

English and Spanish

to the proper accounts, preparing bank deposit slips, recording cash receipt information, reviewing credit memos and/or refunds and applying adjustments to accounts as necessary, performing basic collection activities, and reviewing accounts receivable aging reports and gathering details on delinquent accounts.

- Assists in preparing month - end reporting to include printing various reports and creating spreadsheets.
- Prepares daily and weekly reports.
- Collect contracts, invoices, and financial documents for each Project.
- Assist controller with month end and financial reporting as necessary.

#### PERMITTING

- Coordinate with peer team members on schedule, delivery and status of all permits.
- Obtain documents from customers to facilitate the permit application process.
- Obtain all required approvals for permits and act as liaison between the company and client.
- Review plans issued and permit details for accuracy.
- Prepare and submit paperwork for permits.
- Schedule and coordinate inspections.
- Answer inbound phone calls and make outbound phone calls.
- Maintain all company files related to the permit department.
- Prepare permit paperwork in accordance with jurisdictional requirements.
- Submit permit requests via online systems, fax, and/or in person.
- Close Finalize Permits.

#### QUALITY ASSURANCE

- Resolve customer issues and complaints to ensure customer satisfaction.
  - Liaison for the Install department - Working with Code Enforcement and the customers.
  - Track customer complaints and provide quarterly analyses by service center, region and Company.
- Respond to customer concerns related to price discrepancies, damages, quality of service or any other service issues.
- Listen and respond carefully to customers while documenting complaints.
  - Investigate customer complaints by talking with all parties involved and reviewing invoices and records.
  - Coordinate resolution of complaints with local management.

### **ARS/Rescue Rooter, Cutler Bay, FL — Accountant Assistant**

JANUARY 2013 - JANUARY 2015

- Accounts Payable and Receivables
- Invoice posting
- Prepare correspondence to assist in answering inquiries and resolving discrepancies.
- Create customer and vendor files, files invoices and copies of checks and updates customer and vendor information.
- Assist in preparing month - end reporting to include printing various reports and creating spreadsheets.
- Perform monthly bank statement reconciliation for various ARS locations between GL and Cash and/or Credit Card and Controlled Disbursements accounts.

### **ARS/Rescue Rooter, Cutler Bay, FL — Dispatcher**

JANUARY 2011 - JANUARY 2013

- Inbound & outbound calls
- Maintain strong customer and employee relations.

- Dispatching & routing technician to service calls.
- Take service calls.
- Call customers with updates on pending service calls.
- Communicate with the area supervisor on pending service calls.
- Monitor and update on call tech list over 200 customers a day.
- Run credit card information.
- Place part orders for technicians.
- Monitor 8 technicians' incomplete work orders.

## **EDUCATION**

**Broward College, Fort Lauderdale, FL — *Business Administration***

AUGUST 2014 - JULY 2019

**Homestead Senior High School, Homestead, FL — *High School Diploma***

AUGUST 2006 - JUNE 2010